

## **Troubleshooting Audio Problems**

### **Problem:**

During the Audio check, an error message appears that indicates “volume is too low.”

### **Action:**

1. Check to see the microphone plugs are inserted all the way. They need to be pushed in until they “snap” into place.
2. Make sure the microphone plug is in the correct slot and the earphone plug is in the correct slot. Students sometimes get these reversed.
3. If using a Plantronic .Audio 50 headset or USB with volume/mute controls on the cord, make sure the “mute” is not on and the volume is turned up.
4. Check the volume setting on the computer to make sure it is turned up.
5. If the above steps do not solve the problem, try another headset to see if the headset is damaged. If another headset works, try the damaged headset on another computer to make sure it is a headset issue.

### **Problem:**

During the Audio check, an error message appears that indicates “volume too high.”

### **Action:**

1. Try continuing by clicking “Next.” Sometimes this message will pop up if the microphone is a little too close to the mouth, but it usually is a false reading and the user can proceed with no adverse effects.
2. You may also want to try to turn the volume of the microphone down a bit.

### **Problem:**

Accuracy is inconsistent when using the headset that came with the software.

### **Action:**

1. If you are using the microphones that come with the software (Lab-Tech or Emkay), there is only one side of the mouthpiece that has the receiver on it. Gently pull the black foam cover back enough to see a red or white dot or the word “talk” engraved in it. That tells you that the mic is on that side. Often kids bend and twist and turn the arm of the mic until the actual receiver is facing up, down or even away from their mouth. It should be facing their mouth. (The Plantronics .Audio 50 headsets cannot be twisted away from their mouth.)